

S. No	Service Category	Refunds determined & Brought Forward as on 1 st day of month	Refund determined & Received during the month	Refunds issued during the month which were pending for		Refunds to be issued carried Forward as on last day of month	Pendency of Issue of Refunds out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
1.	Issue of refund along with interest u/s 143(1) of the I.T. Act^			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	31,53,997	10,69,170	9,11,207	3,04,634	30,07,326	3,91,818	26,15,508

^Data as per DIT (CPC).

S. No	Service Category	Refunds determined & Brought Forward as on 1 st day of month	Refund determined & Received during the month	Refunds issued during the month which were pending for		Refunds to be issued carried Forward as on last day of month	Pendency of Issue of Refunds out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
2.	Issue of refund including interest from proceedings other than section 143(1) of the I.T. Act			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	546	5153	2169	134	3396	1954	1442

S. No	Service Category	Dakpend ingacknowledgements on 1 st day of month	Dak Received during the month	Dak acknowledged during the month which were pending for		Pending acknowledgedgements Carried Forward as on last day of month	Pendency of issue of acknowledgements out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
3.	Acknowledgement of communications received through electronic media or by hand.			=<7 days	>7 days		=<7 days	>7 days

	TOTAL	1673	42050	35770	5806	2147	1164	983
S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
4.	Decision on application for recognition/appraisal to provident fund/superannuation fund/gratuity fund			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	571	54	40	19	566	342	224

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications (in days) out of column (6)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
5.	Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For those having existing approval)			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	0	0	0	0	0	0	0
	Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For those having provisional approval or where approval is about to expire) approval)			=<180 days	>180 days		=<180 days	>180 days

	TOTAL	147	23	49	0	121	121	0
	Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For any other case)			=<30 days	>30 days		=<30 days	>30days
	TOTAL	1	0	1	0	0	0	0

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
6.	Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	43	5	1	3	44	33	11

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
7.	Decision on application for registration of charitable or religious trust or institution (Category-1)			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	0	1	0	0	1	1	0

	Decision on application for registration of charitable or religious trust or institution (Category-2)			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	9836	882	2007	0	8711	8711	0
	Decision on application for registration of charitable or religious trust or institution (Category-3)			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	0	0	0	0	0	0	0

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
8.	Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 1)			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	0	0	0	0	0	0	0
	Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 2)			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	7049	545	1680	0	5914	5914	0

	Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 3)							
	TOTAL	0	0	0	0	0	0	0

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
9.	Decision on application for no deduction of tax or deduction of tax at lower rate			=<30 days	>30 days		=< 30 days	>30 days
	TOTAL	2427	3811	3607	132	2499	2393	106

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
10.	Decision on application for approval of Hospitals in respect of medical treatment of prescribed diseases			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	597	41	28	23	587	305	282

S. No 11 (a)	Grievance Type	Grievances Brought Forward as on 1st day of month	Grievances Received during the month	Grievances Disposed off during the month			Grievances Carried Forward as on last day of month	Pendency of Grievances (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30-60 days		Equal or Less than 30 days	More than 30 days
	E-Nivaran*	24912	556881	548791	*	*	16822**	5653	11169
	Other Taxpayer Grievances received by dak or by e-mail or any other means	1254	592	605	424	155	1241	187	1054
	CPGRAMs*	9739	5127	5161	2268	2893	9705	3762	5943

* Service deliverables data related to CPGRAM & e-Nivaran data [at point 11(a)] received from field formation is not in consonance with MIS data available with TPS-I and TPS-II Directorate. Hence the same is replaced from the data as received from the O/o ADG (TPS-II) & ADG (TPS-I), New Delhi.

** Since the deliverables 11(a) has timeline of 30 days, hence the report is given in the format of more than and less than 30 days.

*** The e-Nivaran MIS available with the Directorate of TPS-I does not provide data of disposal of grievances pertaining to in more than and less than 30 days.

S. No 11 (b)	Appeal Type	Appeals Brought Forward as on 1 st day of month	Appeals Received during the month	Appeals Disposed off during the month			Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30- 60 days		Pending for less than 30 days	Pending for more than 30 days
	TOTAL	2573	601	625	89	118	2549	251	2298

S. No	Service Type	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
12.	Decision on rectification application			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	23773	43711	13588	2994	50902	43391	7511

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Appellate /Revision orders Received during the month	Disposal of cases during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency with respect to giving effect to appellate/revision orders, out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
13.	Decision on giving effect to appellate/revision order, in case no issue is set aside and/or involves no verification of any issue by way of submission of any document by the assessee or any other person or where opportunity of being heard is provided and no extension is granted by PCIT.			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	7817	7539	5729	1074	8553	6315	2238

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
14.	Decision on application seeking extension of time for tax payment or for grant of instalment.			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	75	16	19	6	66	14	52

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
15.	Issue of Tax Clearance Certificate u/s 230 of the I.T. Act			=<7 days	>7 days		=<7 days	>7 days
	TOTAL	2	41	21	19	3	1	2

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications, out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
16.	Decision on application for transfer of case from one charge to another			=<60 days	>60 days		=< 60 days	>60days
	TOTAL	41	323	323	3	38	38	0

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications, out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
17.	Complaints outside of domain of TCC and transferring of the same to the concerned officer/Authority/Department			=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	2	0	0	0	2	0	2